Single Item Measure

Question 19

Survey respondents were asked:

"In the last 6 months, how long did you usually have to wait between trying to get care and actually seeing a provider for an <u>illness or injury</u>?"

Note:

This question was answered by people who indicated they had had an illness or injury that needed care right away in the first 6 months of 1998.

Q19 Days waiting for acute care (N=1,989)

Premera Blue Cross	40%	40% 41%		19%
Community Health Plan of Washington	33%	40%		27%
CUP	27% 46%		28%	
Group Health Cooperative	46%		35%	19%
Kaiser Foundation Health Plan	42%		32%	26%
Kitsap Physicians Service	47%		39%	14%
Northwest Medical Bureau	38%		36%	26%
Aetna US Healthcare	34%		41%	25%
QualMed Health Plan	44%		38%	19%
Regence BlueShield	47%		34%	19%
MCO Avg	40%		38%	22%
□Same c	lay □1	to 3	days	□4 days or more

Single Item Measure

Question 22

Survey respondents were asked:

"In the last 6 months, how much of a problem, if any, was it to get the care you or a doctor believed necessary?"

Note:

This question was answered by people who indicated they had been to a doctor's office or clinic to get care at least once in the first 6 months of 1998.

Q22 Problems getting necessary care (N=3,331)

Premera Blue Cross	76%	16%8%
Community Health Plan of Washington	70%	22% 9%
CUP	71%	19% 11%
Group Health Cooperative	76%	17% 7%
Kaiser Foundation Health Plan	71%	21% 8%
Kitsap Physicians Service	78%	16%6%
Northwest Medical Bureau	77%	15% 9%
Aetna US Healthcare	72%	17% 11%
QualMed Health Plan	78%	14%9%
Regence BlueShield	71%	19% 10%
MCO Avg	74%	17% 9%
□ Not a pro	oblem □Small proble	em

Single Item Measure

Question 23

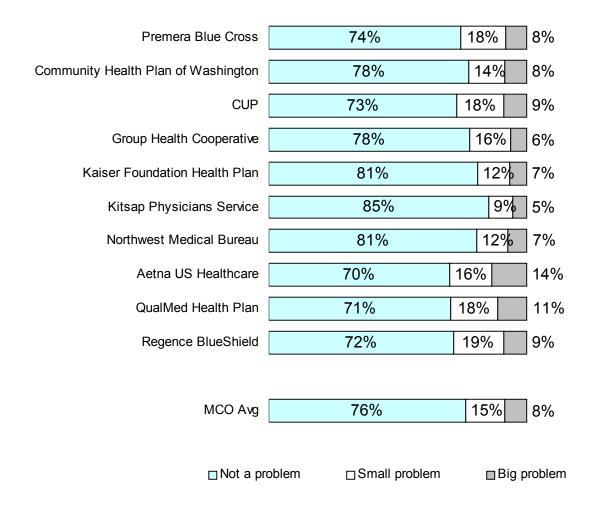
Survey respondents were asked:

"In the last 6 months, how much of a problem, if any, were delays in your health care while you waited for approval by your health plan?"

Note:

This question was answered by people who indicated they had been to a doctor or clinic at least once in the first 6 months of 1998.

Q23 Problems getting care delayed due to approval (N=3,329)



Single Item Measure

Question 24

Survey respondents were asked:

"In the last 6 months, how often did you wait in the doctor's office or clinic more than 15 minutes past your appointment time to see the person you went to see?"

Note:

This question was answered by people who indicated they had been to a doctor's office or clinic at least once in the first 6 months of 1998.

Q24 Saw the doctor within 15 minutes (N=3,344)

Premera Blue Cross	21%	44%	35%
Community Health Plan of Washington	20%	38%	42%
CUP	19%	39%	42%
Group Health Cooperative	27%	44%	29%
Kaiser Foundation Health Plan	24%	43%	33%
Kitsap Physicians Service	25%	46%	29%
Northwest Medical Bureau	22%	41%	37%
Aetna US Healthcare	27%	46%	28%
QualMed Health Plan	24%	45%	31%
Regence BlueShield	20%	39%	40%
MCO Avg	23%	43%	34%
□Always	3	□Usually	☐ Sometimes/Never

Single Item Measure

Question 25

Survey respondents were asked:

"In the last 6 months, how often did office staff at a doctor's office or clinic treat you with <u>courtesy and respect?</u>"

Note:

This question was answered by people who indicated they had been to a doctor's office or clinic at least once in the first 6 months of 1998.

Q25 Courtesy and respect from office staff at doctor's office (N=3,345)

Premera Blue Cross	70%	22% 9%
Community Health Plan of Washington	66%	22% 12%
CUP	66%	25% 9%
Group Health Cooperative	74%	17% 8%
Kaiser Foundation Health Plan	60%	31% 9%
Kitsap Physicians Service	72%	22% 6%
Northwest Medical Bureau	73%	17% 10%
Aetna US Healthcare	67%	19% 14%
QualMed Health Plan	70%	21% 10%
Regence BlueShield	70%	21% 9%
MCO Avg	69%	22% 9%
□Always	usually	☐ Sometimes/Never